DEPARTMENT OF INFORMATION TECHNOLOGY

Gordon Bruce, Director and Chief Information Officer
Keith Rollman, Senior Advisor

OVERVIEW

Our Department of Information Technology is not only charged with maintaining the City's extensive computer networks but also finding new ways to use technology to improve City services to our customers…Honolulu's residents and businesses. With the first change of administration in 10 years, the City Department of Information Technology has a new Director and Special Advisor, as well as new directives and goals established by Mayor Hannemann.

New Director of DIT, Gordon Bruce

Gordon J. Bruce, Director of the Department of Information Technology

Gordon Bruce (M.B.A.) is well known in the "tech" industry. Gordon is the Director of the Department of Information Technology and CIO for the City and County of Honolulu, the 13th largest City in the United States. He is also the Managing Member – GJB and Associates LLC, an international consulting firm providing strategic planning, business process engineering, systems integration, research, teleport consulting/management, and security consulting in government, healthcare, education, trust, commercial real estate and non-profit corporations.

He was an adjunct professor at the University of Hawaii, Hawaii Pacific University and the Japan-America Institute of Management Science. He is the co-founder and former host of ThinkTechHawaii Radio, on Hawaii Public Radio, an affiliate of National Public Radio.

He has a Masters Degree (graduating with honors) in International Business from Hawaii Pacific University. He has over 25 years of experience in the tech industry. In his past, he was the Chief Information Officer for the Estate of James Campbell, and helped pioneer that organization's vision of a teleport and tech park in Kapolei that was awarded International Teleport Development of the Year in 2000 – the first US teleport to receive this prestigious award. He is the former CIO of the Queen's Medical Center, one of the top 200 non-profit hospitals in the United States. He is a contributing author, *Information Technology Parks of the Asia Pacific: Lessons in the Regional Digital Divide*, has been featured in Telcom Plus International and has lectured about the technology industry at many organizations and institutions, including Oxford University in England.

Keith Rollman will serve as Senior Advisor to DIT as well as an economic development adviser with OED

Keith Rollman, Senior Advisor to the Director

Rollman has extensive experience in computer technology as well as in marketing and advertising. Rollman is a graduate of the University of Hawaii School of Architecture. He spent part of his career in the high-tech hotbed of Austin, Texas, where his work included international marketing for Fortune 500 technology companies and launching a $170 million e-commerce start-up, living.com. He served as vice president with McNeil Wilson Communications, heading its technology division. More recently, he headed his own consulting firm and served on the executive committee of the Hawaii Technology Trade Association. Rollman was appointed to Cable Advisory Committee by Governor Lingle in 2005.

MAYOR HANNEMANN'S IT DIRECTIVES (MARCH 8, 2005)

Purpose of directive

This directive establishes the general policy on Information Technology (IT) services for the City and County of Honolulu.

The general strategy

To enable the City and County of Honolulu to best manage all of its IT resources, the Department of Information Technology (DIT) under guidance from the IT Steering Committee shall develop and direct an integrated network of computer resources that shall provide data processing and telecommunications services to all City agencies and authorized users. Through centralized management of IT services, all users of the City's network will be able to more effectively share data, information, technology, resources, and technical expertise in a cost-effective and efficient manner.

In conjunction with Information Technology management, the Department of Information Technology will promote "user self sufficiency" by establishing a working environment whereby agencies will be encouraged to perform simple data processing tasks at their own sites. DIT will make available the necessary data, provide the tools, training, and any necessary assistance to enable users to attain greater self-sufficiency.

The City also recognizes the continuing need to work in concert with the entire community —Federal, State and County agencies as well as the private sector and the public. The Department of Information Technology (DIT) will continuously foster a spirit of cooperation in a secure environment of automated information exchange using technology to improve the City:

Customer service

- Improve underlying information technology infrastructure.
- Bring legacy systems to current state-of-the-art levels.
- Expand E-commerce and provide more online services.
- Improve department workflow throughout the City and County of Honolulu with a move to a less paper-oriented methodology.
- Improve interoperability of a common radio system improving communications between and among agencies.
- Expand wireless technologies through private partnerships and government partnerships.
- Improve opportunities for local tech startups.

Assignment of primary data processing responsibility

This directive assigns to the Director of Information Technology the primary responsibility of managing all IT resources and services in the City and County of Honolulu. The Director is also given the title of Chief Information Officer (CIO) of the City and County of Honolulu with the responsibility for developing the City's long range IT related plans, goals and objectives as well as measures for its achievement. The CIO will insure that all IT plans are consistent with, and supportive of, the stated business needs of the various departments within the City and County of Honolulu.

City Ordinance No. 3479 approved by the Mayor on October 10, 1969, provided for the Department of Information Systems. The Department was renamed the Department of Data Systems in the Revised Charter of the City and County of Honolulu of 1973. On January 1, 1999 the Department was renamed the Department of Information Technology to reflect the reorganization of the city government and to be more consistent with the IT industry. Chapter 13, Section 6 of the Revised Charter delineates the powers, duties and functions of the Director of the Information Technology as follows:

1. Operate information systems excluding those systems maintained by the Board of Water Supply and any other semi- autonomous agencies created by ordinance.
2. Provide technical expertise in information systems/technology to the City government.
3. Assist the Managing Director in management information analysis and evaluation.
4. Advise the Mayor on information technology matters, as it relates to government operations and the development of a tech industry in Honolulu.
5. Provide objective third party guidance in the selection of technologies for all City and County departments.
6. Perform such other duties as may be required by law.

More specifically, the Director of Information Technology is given the following responsibilities to effectuate the IT strategy of the City:

1. Establish standards, procedures, guidelines, rules and regulations to effectively manage the City's computer information and telecommunications resources.
2. Develop a strategic information systems plan with input from the IT Steering Committee for the City and review the plan on a regular basis to ensure proper product prioritization, control and viability in the face of rapid technological changes in the industry.
3. Provide technical approval for the acquisition of all IT related hardware, firmware, software, personnel, and contractual services, for all city agencies.
4. Provide sufficient security policies and procedures to maintain data integrity, protect data from loss, misuse, and unauthorized access, and ensure compliance with copyright and privacy laws.
5. Maintain information technology and telecommunications facilities for the City and County of Honolulu and all operational computerized systems.
6. Optimize the use of shared data through efficient data base management systems.
7. Serve as the "custodian" of data owned by City and County departments and stored on City and County of Honolulu information systems.
8. Provide other government agencies and organizations with information requested, subject to legal and security constraints.

9. Develop and implement an end-user support plan to enable Agencies to attain "user self-sufficiency" in obtaining timely management information from stored databases.
10. Evaluate technological advancements, product lines, and alternate solutions to data processing requirements as applied to City operations.
11. Develop, implement, and maintain a viable telecommunications plan to continually improve reliability and response time for users of the integrated telecommunications network. The Department of Information Technology shall provide City agencies with all telecommunication hardware, software and carrier services.
12. Develop a program to assure that all desktop workstations utilized by the City work force are replaced or upgraded on a prudent basis (usually 4-5 years).
13. Assist the Mayor, the Managing Director, and City agencies in assessing IT requirements, and in developing viable plans of action.
14. Establish an ongoing comprehensive training program for DIT staff and users of the City's IT resources.
15. Act as technical advisor to State and County agencies using statewide systems operated by the City's central computing facility.
16. Develop charge back methodologies and cost-sharing agreements with non-City agencies.
17. Advise and assist departments in the preparation of long range and short range plans for using information technology within their department, as well as for the procurement and implementation of computer applications which support the business needs of the department.
18. Evaluate each City agency's IT plans and service requests for technical feasibility and impact on DIT's resources. Recommend a work priority and implementation schedule, and advise the City Managing Director.
19. Monitor and act on legislative proposals in all levels of government that may directly or indirectly affect the IT plans, policies and procedures of the City.
20. Develop and implement guidelines and procedures that ensure compliance with the policies and intent of this directive.
21. Monitor the use of grant funds earmarked for technology (e.g. computers, security, access control, cameras) to insure integration with city and county standards.
22. Manage the microwave and 800 MHz radio systems to ensure public safety, proper maintenance, and that upgrades fall within documented standards.
23. Monitor and approve allocation and spending grant for the acquisition of technology for the City and County of Honolulu.
24. Director of DIT will insure that all backup to disaster recovery procedures are tested quarterly and in place.

Assignment of DIT responsibilities to department heads

While the Department of Information Technology has the primary responsibility to ensure that the City's data and telecommunications needs are adequately met, and computer resources are effectively managed, the Director of each City agency will be responsible for the following areas:

1. Each department, with the assistance of DIT, shall develop long range and short range plans for utilizing information technology within their department. These plans shall be specific as to departmental priority. Planned projects should include anticipated benefits to be gained, such as increases in staff productivity and efficiency, lower operating costs, and/or anticipated increases in services to the public. Departmental plans shall be updated, as may be necessary, to reflect additions and changes.
2. Together with DIT, determine the priority and level of internal coordination necessary to adequately support all departmental IT activities, and delegate these responsibilities to appropriate departmental personnel.
3. Include in the Department's annual budget request, funding for those projects that have been given technical approval from the Department of Information Technology.
4. Present written requests to the Department of Information Technology for all IT services desired using the appropriate designated forms.
5. Request assistance from the Department of Information Technology on the need to train designated staff members in the use of standard IT hardware and software utilized within the City.
6. As the "owner agency" of electronic data files, provide the Director of Information Technology with written approval authorizing its release to other government agencies, private organizations, and the public.
7. As an agency requesting the use of electronic data, obtain the consent for the use of data from the appropriate "owner agency." The Department of Information Technology, as custodian of all electronic data files, will require approval for access from the "owner agency" prior to its release.
8. Develop and implement adequate departmental security procedures consistent with the security policies established by the Department of Information Technology.

9. As member of DIT Steering Committee, help to identify and prioritize all DIT project requests.

DIT responsibilities for all non-City users

The head of each non-City organization receiving data processing services from the City's computer resources shall be responsible for the following areas:

1. Ensure compliance with all standards, security policies and procedures provided by the Director of Information Technology including all copyright and privacy laws.
2. Obtain the consent for the use of data from the appropriate "owner agency." The Director of Information Technology, as custodian of all data residing in the central computing facility, will still require approval for access from the agency charged with maintaining the accuracy and timeliness of the data.
3. Inform the Director of Information Technology of any changes or deviations in the intent of the IT services provided.
4. Provide training to staff members who will directly interact with the computer. Obtain assistance for training from the Director of Information Technology to ensure that staff members are qualified to utilize and work with appropriate hardware, software, and firmware in a shared IT environment.
5. Assume all costs for the requested data processing services, including personnel cost, data communication cost, hardware, software, and related machine processing cost.

Computer equipment

The City's computing facility consists of mainframe computers, peripheral devices, network file servers, and specialized communications equipment, linked together to form a centralized computer system. Equipment shall be upgraded periodically when it can no longer process data economically.

Computer applications

The Director of Information Technology and the agency requesting the application shall determine application requirements jointly. Applications refer to all facets of information processing including data processing, word processing, image processing, voice processing, and any technological changes that bring information directly to those who need it to effectively accomplish their goals. The agency heads will maintain primary responsibility for ensuring that application requirements are accurately met.

Security policy

The Department of Information Technology is responsible for implementing a security system that ensures the accuracy and integrity of electronic data and prohibits unauthorized access to City-owned computer resources. The Director shall designate a central security administrator to develop security policies, guidelines, and procedures. The user agencies will enforce the policies at the local site. The security system procedures will address the responsibilities of the owners of resources, the custodian of resources, the functions of departmental security administrators and the central security administrator, and individual accountability. The Director of DIT will act as head of Public Safety Communication Steering Committee.

Procuring and augmenting the city's IT staff

The Department of Information Technology shall periodically review staffing requirements and qualifications of applicants for open staff positions. The Department of Human Resources shall work jointly with the Department of Information Technology to ensure that qualified candidates are recruited and that the qualifications are unbiased and competitive with the industry. Contractors, student help and volunteers can supplement the permanent staff with permission from the Managing Director. Supplemental staff will be subject to the same security requirements as permanent staff members and will be held accountable for their activities.

Procuring contract services

The Director of Information Technology shall determine if contract services are necessary to accomplish priority tasks. When contract services are required, the Department of Information Technology will be responsible for integrating the resulting system into it's existing workload, ensuring that adequate resources have been provided for subsequent system maintenance, and ensuring that the staff works closely with the contractor to be able to maintain the product or provide the same level of technical expertise upon termination of the contract.

All contracts for IT projects for the city and county require the approval of the Director of DIT

DIT Current Areas of Focus

In keeping with Mayor Hannemann's stated objectives, the DIT has embarked on a series of priority projects within DIT to:

1. Upgrade the City's ERP technology

   The largest project currently under way is the RFP process for the City's Enterprise Resource Planning (ERP). ERP comprises the software that integrates the financial and operational data of all departments and the hardware and networking required to make it functional. This is multi-million, multi-year project that will bring our city in line with contemporary best practices for IT management of large municipal operations.

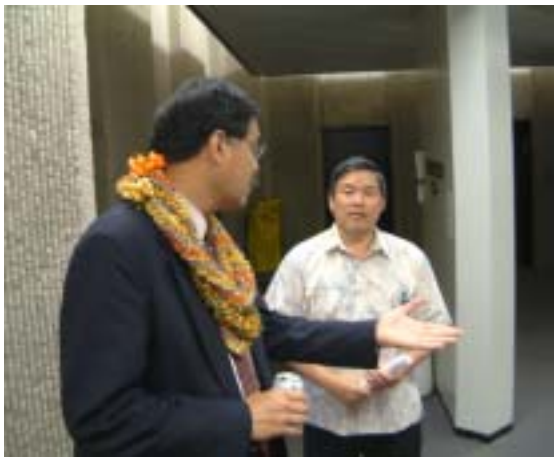
2. Repair and maintain the City's radio antennae installations

   The City's 24 communication towers that support police and fire department radio systems, a vital function of emergency services, are in a state of serious disrepair. DIT has embarked on a four-year, $25 million program of repair and replacement that will bring the system to an acceptable, hurricane resistant condition. The metal towers and support buildings, which have been in place for at least for 10 years, have not been maintained.

3. Ensure interoperability of first responders

   There is nothing more important to this administration than public safety, and few areas where the application of new technology can bring about such significant improvements. We live in a new and more dangerous world than that of a few years ago, and our Department of Information Technology must work with our Police, Fire, Civil Defense and other departments to improve communications among all first-responders. We will work closely with the private sector to develop new technologies to ensure the interoperability of radio communications and the new software tools to better manage crisis situations.

Staff and inter-department representatives gather to discuss the ERP project



Mayor Hannemann and Tech Support Division Chief Alvin Sumida discuss 800 MZ radio upgrades

   We will further charge our DIT people with identifying the best solutions for facilities security, including video surveillance and building access. We need to use the best new technologies to achieve a truly safer city for our city workers and our residents.

4. Improve Internet operations

   We recently launched a new public awareness campaign to let people know about our new online services. Many things that used to take a trip to Honolulu Hale or a satellite city hall can now be done online. Services such as driver license test appointments, and automobile registration can now be done in a fraction of the time it took previously. We will continue to add new interactive services on our Web site to make the promise of doing business with the city easier by going online instead of standing in line.

5. Expand wireless broadband

   One area that holds much promise for economic development throughout our city is the proliferation of wireless broadband. We now have many WiFi hotspots throughout Oahu, and will eventually have contiguous coverage. Working together with the private sector the city has continued to encourage the establishment of working agreements amongst the service providers that would allow for the quick deployment of total wireless coverage in Honolulu. The innovations that businesses and individuals can create with this type of connectivity is virtually unlimited. The development of new products and services utilizing this wireless environment would encourage whole new businesses.

By continuing to employ high tech solutions, and expanding our relationships with private sector partners the City of Honolulu will continue to keep pace with the best practices of other great cities. We can use technology to offer our citizens convenience and improved security, and our business partners faster city services and better ways to access city business opportunities. We will help protect the Honolulu we all cherish and make more time for all of us to enjoy our city.

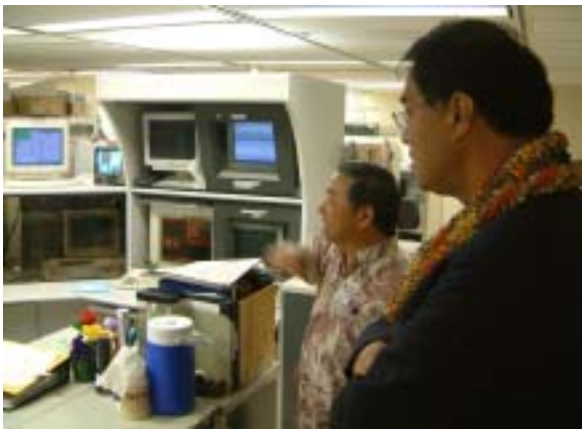
Specific Achievements of DIT during FY 2005

During the fiscal year 2004-2005, the city's DIT has completed many projects related to both past and current administrative directives.

Operations Division

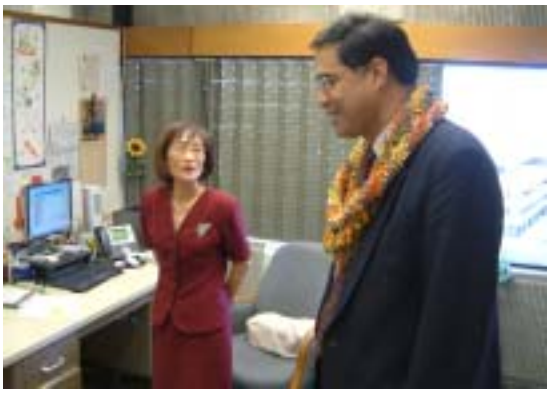
1. Conducted the annual Disaster Recovery Mainframe Testing at the DIT facilities at Kapolei Hale. The Disaster Recovery Test was expanded to include the Neighbor Island County Offices of Hawaii, Kauai, and Maui. The Disaster Recovery Plans were

updated to reflect current recovery scenario. The current focus continues to be formalizing a recovery strategy for the client server environment with plans for an initial mini-test in FY2006 at the Kapolei Hale site.



Herb Ho, Operations Division Chief, briefs the Mayor on network operations

2. Incorporated the Systems Group organizationally and physically into the Operations Division. By re-aligning the Systems Group, DIT is now able to better support the mainframe systems and applications.
3. Expanded Resource Center services to include large volume scanning jobs. Operations staff is currently scanning Corporation Counsel's volumes of Opinions from 1929 to today. DIT expects other City departments to utilize the scanning services provided by the Operations staff.
4. Expanded the services of the DIT Centralized Help Desk. During FY2005 the Help Desk responded to over 5,200 calls. Calls for help ranged from network login, Internet access, email, viruses and spyware, printers and scanners, file recovery, office software applications and computer hardware malfunctions. For some of the trouble calls ITST technicians were dispatched to repair or replace hardware or software for the City IT users. Two of the ITST technicians volunteered to become Dell certified technicians by taking and passing some Dell online courses. They are now able to do maintenance on Dell PCs under warranty.



Grace Chen, Applications Division Chief, talks with Mayor Hannemann about the upcoming ERP project.

Operations was also heavily involved in nos. 14 and 23 of Applications list of accomplishments.

APPLICATION DIVISION

1. Electronic Forms (E-form and Workflow project)

Implemented the following e-forms with automated workflow processes to increase operational efficiency in the city departments:

- Employee direct deposit
- Employee change of address
- Employee application for leave of absence
- Request to purchase/lease/rent unbudgeted equipment
- Appropriation and allotment voucher
- Numerous HPD forms

2. Centralized Human Resources Management System (CHRMS)

   Upgraded the city's Payroll and Personnel management system to new version of the Integral software and converted employee ID from social security number to generic number. This will improve the change process required by laws and administration.

3. Real Property System – IAS software

   Initiated a major upgrade to the client/server based Real Property Appraisal/Assessment/Billing & Collection system. The project is to implement a web version of the system software named IASWorld. The upgrade includes several major enhancements for analyzing data, collecting data in the field, and responding to customer inquiries. Estimated completion date 12/31/2005.

Completed conversion of Real Property's document management system from IBM/Domino.doc platform to the city's standard document management system – Xerox/Docushare. Most of RP legal documents are scanned and kept in electronic searchable files.

4. New Refuse Accounts/Receivable System

   Initiated the rewrite of a web-based new accounts receivable system for ENV Refuse Collection and Disposal. The system will streamline the Refuse Accounts Receivable process and improve Refuse collection and disposal program efficiency with timely and accurate customer information. This project will eventually include all of the City's miscellaneous receivables after the completion of the Refuse module by 11/01/2005.

5. Enterprise Resource Planning System (ERP) – Integrated Financial Accounting and Human Resource Management System

   Initiated the RFP process for the acquisition of an ERP system. This is to prepare and advertise an RFP for proposals to replace the City's aging financial accounting, fixed assets, payroll, and human resources systems. The city received nine (9) proposals pending for evaluation and selection by the ERP project team. The project is funded to implement phase I for a new Financial Management System. Estimated completion date for phase 1 is 6/30/2007.

6. New Liquor Commission System

   Initiated the project to develop a web-based Liquor Commission System to improve the business processes for the Liquor License management and control. Completed requirements gathering for the RFP process. Selected a vendor to provide hardware and software to replace the Commission's aging photo ID system. Estimated completion date for the photo ID system 07/2005.

7. CityDART System (Workflow based Electronic Tracking System)

   Converted the Mayor's issue tracking system (DART) to CityDART. Also implemented CityDART issue tracking systems for City Council and DDC.

8. Document Scanning and Retrieval (e-workflow)

   Completed the scanning of about 100,000 as-built drawings for DDC. This enables the sharing of the engineering source documents among all city agencies through on-line access to the scanned files. The search capability provides an effective means of finding the right versions of the document based on the search criteria.

9. Bus and Loading Zone Permits System

   Completed a new Bus and Loading Zone Permit System for CSD. This enables the Motor Vehicle division to effectively manage the permit issuance to the general public for the access of loading zone.

10. "E" series Motor Vehicles License Plate Replacement

    Completed the system changes for the Plate Series Replacement. Beginning with the July renewals, DMVL commenced replacing worn and faded license plates prefixed with the letters "E__nnn", "TG_nnn" and "TJ_nnn".

11. HPD Automated Field Reporting System

    Automated the capturing and routing of HPD officers' field reporting information via wireless connectivity. Satisfied the requirements of the COPS MORE grant in time to avoid multi-million dollar penalty. This wireless on-line field reporting promotes flexibility and productivity for the field officers.

12. DFM Roads Division Current System Assessment Study

    Conducted an automation study by Data House Consultants to assess the needs of computer systems to automate the business operations in DFM Road Division and increate efficiency in work order management. The study includes a recommended course of action and action plan

13. CSD Drivers License Appointment For Road Test over the Internet

    Implemented an internet-based on-line appointment reservation system for the MVR Driver License road test. Eligible drivers permit holders may schedule an appointment using a credit card for a driver road test and avoid long wait times in line.

14. Mainframe Operating Software - IMS 7.1 Upgrade

    Completed the required system upgrade through system programming and job migration to the latest supported version of the IMS mainframe database.

15. CSD Drivers License Over-The-Counter Issuance by New Vendor

    Completed the system specifications and contracted services to provide over-the-counter drivers license as additional services provided by MVR.

16. HPD Automated Field Reporting Data Transfer to the Records Management System

    Automated the data transfer for the Field Reporting system to HPD Records Management System to eliminate the severe data entry backlog.

17. HFD Safety and Health Exam Test Bank

    Automated the generation of application testing questionnaires for HFD. As part of HFD firefighter certification process, HFD required an automated examination application that automatically supplies a random set of test questions each time the Firefighter takes the test. This automated system increases the recruitment efficiency by streamlining the application process.

18. CSD MVR Special Plate Ordering over the Internet

    Completed an on-line special plate ordering application so that the general public can order vanity plates over the Internet using a credit card. The system is able to given immediate feedback if the license plate number and letter combination is available or taken and process payment on-line.

19. CSD Drivers License Social Security Online Verification

    Implemented the on-line validation of Social Security number with driver license transactions. As part of the homeland security measures, every newly registered driver license renewal is validated against the Social Security Administration database.

20. HFD Blood Pressure Tracking

    Implemented a tracking system to HFD to track citizens having their blood pressure taken at any fire station. The system enables the blood pressure recorded for statistical purposes. Citizens that provide optional identification information will be able to obtain their blood pressure reading history.

21. DHR Neogov Applicant Tracking System

    Developed and completed the contract with the application service provider GovernmentJobs.com to use their on-line applicant tracking system for DHR to automate the City's job recruitment process. The system was successfully tested with the latest mass recruitment of firefighters.

22. Technical Planning and Review (TPR)

    Completed the annual update of IT Planning and Review (TPR) for all city departments. TPR is an IT planning document. It is updated through meetings with the department management in reviewing planned IT initiatives and projects.

23. PC Replacement Program

    Completed the PC replacement program for City Council, City Clerk, Council Services, Customer Services, Community Services, Facility Maintenance, and Transportation Services. In addition, through Mobile Computing program, laptops were made available to directors, deputies and selected staff members to increase their productivity by allowing them to take their computer to meetings and do work out of office.

24. PC and Printer Maintenance Program

    Implemented a centralized PC and Printer maintenance program to provide standard maintenance services for out-of-warranty PCs and workgroup printers in all city departments and locations. Spare parts are purchased and DIT technicians are assigned to do the repairs.

25. Desktop Computer Management Program

    Installed Altiris client software on City networked computers to automate the desktop computer management in software upgrades, patches, PC replacement, security, data backup and recovery. This program allows DIT to better manage the desktop computer such as critical Windows patches are automatically and timely released to and installed on user computers.

26. Electronic Document Management System

    Implemented an electronic document management system for the City Council to post all their documents on-line in electronic format. Documents include bills, resolutions, ordinances, communications, and Council and committee meeting agenda and minutes were scanned and placed on Xerox/DocuShare repository. These documents are available to the City users and also to the public as appropriate through the City website. The system is available for all city departments to file, search and share documents on-line to increase the workflow efficiency as well as savings the printing and paper cost. DIT is planning to the citywide system implementation pending for funding for the project.

27. Pothole Hotline Program

    Automated Pothole hotline operation by using the IP phone messaging system to enable the centralized information gathering for DFM Road Division. This program enables the general pubic to report the Pothole fixes to the city through phone calls 24x7.

28. Website Enhancement

    Implemented additional on-line forms for the general public to submit requests, inquiries and applications for various city programs such as DHR recruitments, Pothole hotline, links to the State services, online reservation for Drivers' Road test.

29. On-line Appointment for Building Permit Application Review

    Developed an on-line appointment system for DPP to enhance the Building Permit application process. The system will enable the general public to make reservation on-line for the review of their building permit applications. The system will be implemented in fall of 2005.

30. Developed a computerized system to automatically provide timely and accurate update toHawaiian Telcom's 911 data base.
31. Restructured the City and County of Honolulu telephone system(s) configuration resulting in annual telephone cost savings of approximately $200,000.
32. Converted the HFD to 800 MHz radio system, establishing communication interoperability between police and fire departments.
33. Initiated a major project to update and repair the city's telecommunications tower facilities.

Please direct any specific inquires regarding the operations and policies of the City Department of Information Technology to: gbruce@honolulu.gov, *Gordon Bruce, Director of DIT, City and County of Honolulu, 650 South King Street, 5th Floor, Honolulu HI 96813-3017*